

ABSTRACT

A contact center for servicing a contact is provided that includes (a) an input operable to receive a contact from a customer; (b) a selection function 26 operable to direct the contact to a human agent associated with the contact center for servicing; and (c) a contact monitor 62 operable (a) to track a service time required by the human agent to service the contact and (b), when the service time at least one of equals and exceeds a selected first threshold, notify the agent that the selected first threshold has been at least one of equaled and exceeded.